



# Avaya

## 7392X Exam

### Avaya Aura Call Center Elite Implementation Exam

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## Version: 7.0

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### Question: 1

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Which type of virtual routing allows calls among call centers to achieve improved Automatic Call Distribution (ACD) load balance by comparing sites?

- A. Adjunct Routing
- B. Network Call Transfer
- C. Look-Ahead Interflow
- D. Network Call Redirection

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**Answer: C**

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Explanation:

Reference <https://downloads.avaya.com/css/P8/documents/100081980> (page 28)

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### Question: 2

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For a split Day report, how many days of historical data show in the Basic Call management System (BCMS)?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 7

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**Answer: E**

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### Question: 3

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A customer has the Elite Call Center package and wants Basic Call Management System (RCMS) for reports.

Which statement is true about this scenario?

- A. BCMS has all the functions Call Management System (CMS) supports but with less capacity.
- B. BCMS generates Split Reports and not Skills Reports.
- C. BCMS does not support all Call Center Elite features.
- D. BCMS is only offered for customers with a Basic Call Center package.

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**Answer: C**

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**Question: 4**

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What provides built-in real-time and historical reporting capabilities for the call center, including reports for Splits/Skills, Agents, Vector Directory Numbers (VDNs) and trunk Groups?

- A. Automatic Number Identification (ANI)
- B. Basic Call Management System (BCMS)
- C. VuStats
- D. Service Level Maximizer (SLM)

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**Answer: B**

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**Question: 5**

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Which two benefits to a Call Center does the Call Vectoring feature provide? (Choose two.)

- A. The ability to change the skills assigned to an agent
- B. The conditional call treatment or routing based on parameters such as time of day, day of holidays, etc.
- C. The ability for an agent to answer multiple Automatic Call Distribution (ACD) calls
- D. The ability for supervisors to monitor an agent's ACD calls
- E. The customized handling of incoming calls via programmed commands

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**Answer: B,E**

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Explanation:

Reference:

Avaya Aura™ Call Center 6.0 Overview Page 20

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**Question: 6**

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Which scope is defined by the time-of-day (TOD) variable?

- A. Collect Scope Variable
- B. Global Scope Variable
- C. Local Scope Variable
- D. Persistent Scope Variable

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**Answer: B**

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